

### ***Topic: Provider Scorecard:***

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- What information would be helpful in making provider selections
- Are there performance metrics that would be important to consumers in the selection of providers

### ***Next Steps:***

To further explore information that could be shared publically in order for consumers and guardians to make informed decisions regarding provider selections.

## **Feedback**

### **Outcome Measures of Providers**

(Information providers are comfortable being posted about each organization)

- Areas of specialty for each agency
  - ESN Homes/Services
  - Day Services
  - VR Areas
- If they provide an internal or external BMan
- Licenses and Certifications
  - CARF approval and timeframe for renewal
  - Provider re-approval and timeframe
- Information of the Company
  - History
  - Established date
  - Core Statement / Mission / Vision
  - Business Open Hours
    - Note if the agency provides a 24/7 emergency contact line
  - Languages spoken by provider - What languages are spoken by agency staff?
- Does company background all DSP
- Average/Statistics
  - Age of the population served
  - Level of Care
  - Risk Level
  - BQIS Complaint Level
  - ALGO Averages
- Provide links to ISHD IR Public Record and other similar information instead of posting specific facts and statistics

- Concern with big organization vs small organization showcasing skewed data

### **Information Consumers Need**

Everyone was comfortable with most of this information being dependent on the agency to list and maintain on their own... so guaranteeing these cells are not locked

Requested cleanup of current pick list to pull organizations that do not actually provide services in the counties they are listed as providers for... some organizations have apparently tried listing more than their current service area to 'collect information on if additional services would be needed in additional counties

- Office Location **AND** Service Location (but listed separately)
  - Specific services available per location
    - Ability to have their 'snapshot' available in each region/county they provide services
    - Individual contact information per each separate office
    - Agencies would like to be able to update services per location should one 'be temporarily unavailable' for staff shortages
    - List provider specialties - Does the agency specialize in serving a particular segment of the IDD population?
- Information if the agency is not currently accepting referrals
  - Ability for the agency to update this on their own too, and a way in which to make them accept the referral should they not have taken the time to update their profile prior
- Information on specific public transportation options available to and from their offices
  - Does provider provide transportation - Does the agency provide transportation as a stand-alone service?
  - Is provider on a bus line - Is the agency office/s accessible by public transportation?
- Information on how to work with the agency
  - Setting up an appointment
  - Requesting a Brochure
  - Request a Call
  - Send an Email
- Clear link available to organizations website
- Information on the referral process / timeframe / steps to expect for intake
- Agency ability to list current vacancies
- Do they have a waiting list or not - Is there a waiting list for services?
- Roommate finder feature
  - With the understanding / blurb that the case manager has the ability to make changes or adjustments at their discretion

- Apparently this used to be available but was underutilized and not taught to new case management contracting agencies so it eventually became obsolete but a couple agencies seemed to believe this would be very beneficial to restart
- Information on when the agency last updated their 'snapshot' posted for consumer review
  - System ability to send agency contact an email that notifies them regularly of their last update (It's been 2 months since you've updated this page...) and to notify them a tad more harshly should they not have updated it within a certain time frame

### **Website Design Do's and Don'ts**

We asked for tips/tricks on what they wanted to see the front search page to look like, how the information should be divided throughout to make this the most efficient and accessible tool.

- Search by location features
  - County the consumer is requesting services in
  - Zip Code for services
  - Adding a feature for + so many mile radius
  - Multiple choices available
- Keep provider listing defaulted to 'random' and not alphabetical (similar to First Steps)
- Search by service area
  - Service area consumer is interested in services for (low vision, ESN Homes)
  - Multiple choices available
  - Waiver type/ funding stream
- Search by agency input specifically
- Overall search option should be more visual perhaps instead of all drop downs
  - Having the individual either pick a county in the drop down or working with a picture map of the state and clicking the actual county for service
- Age/Gender filter for residential service searches
- Keep it EASY to navigate
  - Less than 3 separate pages before final contact info
  - Simple language
  - Accessibility
- Provide focus group testing throughout the development of any system that utilizes separate dimensions of consumer review and agency review
- Have the webpage able to save to PDF or be able to print the screens of snapshots
- Best buy/ Carmax style comparison of products layout if consumer clicks 'compare two/three organizations'
- Keep it educational and informative but easy to navigate
- Perhaps additional icons can be readily available for the consumer to click and get a pop up defining the term and how that really works in the agency
- Provide a help section
- Similar system with Advocare?

- List who is in charge of programs and qualifications - Who at the agency is in charge of the programs/services and what are his/her qualifications?
- Does provider use crisis management- Does the agency utilize crisis management techniques? If so, what techniques are used and when? How is crisis management handled
- Consumer retention rate - What is the consumer retention rate?
- Staff retention rate - What is the staff retention rate?
- Employment services - What is the retention rate for consumers placed in community jobs?
- Community jobs - How many community jobs have been obtained?
- Provider can control communication time back to consumer - Do the agency staff communicate with the consumer/family in a timely fashion?
- Accreditation - What accreditations does the agency hold?
- List how quickly provider can serve- How quickly can the agency begin providing services following referral acceptance?
- Provider safety record - What is the agency's safety record?
- Provider own satisfaction survey - What is the satisfaction survey results completed by the agency on themselves?
- Utilization rate - How often is staffing not provided by the agency when the services are authorized?

### **Don'ts**

- Lose the about me section that agencies can update on their own
- Leave the entire 'snapshot' of an agency open to agency alteration
  - Solution- have multiple sections that are available for all organizations to post similar information that is locked but to ensure that some space is available for them to input general info
- Replicate all government agency style webpages

### **Misc/Questions**

- What is the difference between 'scorecard' and 'pick list'?
- Ways customers/others can notify the organization and state if specific information is incorrect
- Ensure that if statistics are being included that they are accurate stats, the information is cited and isn't skewing the image of the company
- Ensure that big organization statistics are broken down by county of reference, to assist in Big Agency X showing a higher rate of placement, lower incident report, or faster response time for their statewide services compared to their specific services in the county in which the consumer is reviewing.
- Standardized satisfaction survey by a third party - Two workgroup participants suggested that the State develop a standardized satisfaction survey to be administered and scored by a third party since each agency's internal satisfaction survey is different and comparison of those scores, per the workgroup, may not be equitable.

- Workgroup discussed star rating system as part of tool similar to what is on Amazon, etc., where people using the tool could enter a rating. Most of workgroup was against this idea.
- Who decides the score?
- How is score determined?
- Who would keep dated updated? Who maintains and updates information on site?
- Can providers have control of information online? Who controls the information on the site?
- What is driving state to use outcomes? Why does the State want to include outcomes as part of the tool?
- What is expectation of keeping outcomes updated? How often would agencies be expected to update the outcome or other information? Workgroup concerned about administrative burden on their agencies.
- Can't share BDDS incident reports - Majority of workgroup did not want IR info shared as part of the tool.
- Perhaps 'score card' is misleading - Work group did not like the name "scorecard." One member suggested calling the tool a 'Provider Profile.'
- Create better consumer training/more tools for them to use- Workgroup suggested that individuals/families should be trained on what to look for in a provider, perhaps a video or a list of questions. One participant suggested going back to the ARC Link.
- Satellite offices listed on pick list
- Put brief agency summary on pick list
- List provider services and then have link for consumer to go